



# DCF Random Moment Time Study (RMTS) ePolling



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES



# ePolling System Agenda

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# Wisconsin Random Moment Time Study (RMTS) ePolling System - What is It?

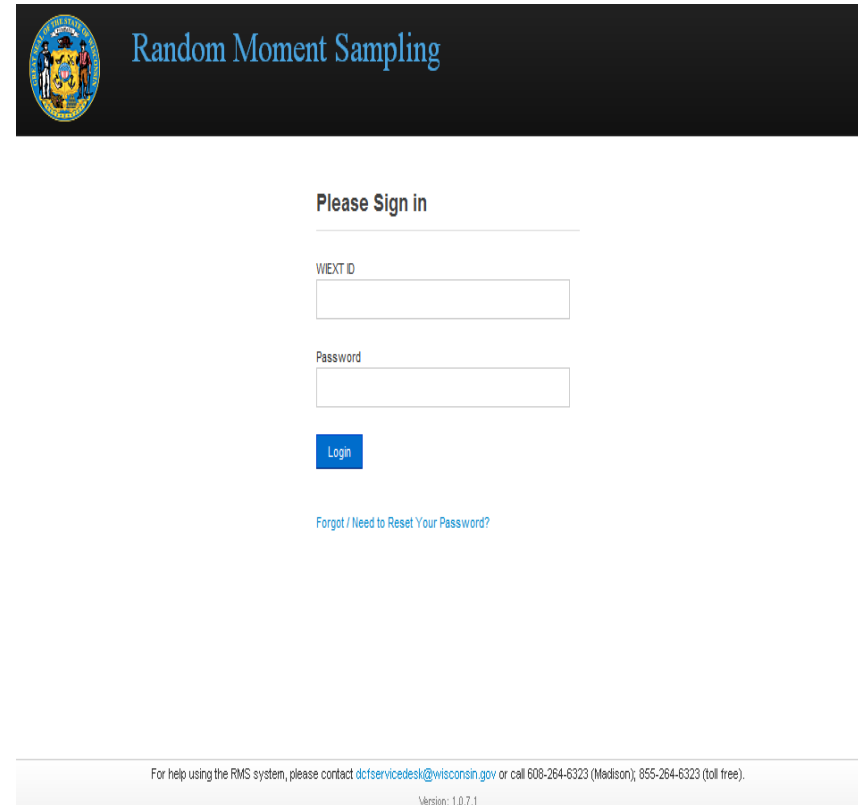


- The Social Services Random Moment Time Study (RMTS) is a federally approved method used to determine proportions of direct service worker activities
- The RMTS is used to identify time spent on foster care and related activities eligible for federal reimbursement under Title IV-E and time reimbursable for eWiSACWIS operational costs.
- IV-E reimbursement comprises most of the Children and Families Allocation: **RMTS Responses = \$\$\$**
- The RMTS moved from a telephone-based sampling method to the current e-mail based sampling method, effective October 1, 2014
- **Who's Included?:** All workers who perform child welfare-related activities are included in the RMTS, but typical workers included in the RMTS have job function such as case management, foster care provider licensing and initial assessment to name a few..
- **Rosters:** Liaisons are responsible for updating each agency's roster every quarter. Roster instructions can be found at: <http://dcf.wisconsin.gov/rms/ssrmts/pdf/rmts-roster-instructions.pdf>

# Random Moment Sampling ePolling System

## What Does This Mean for Me?

- Liaisons – responsible for adding and modifying records for staff included in the roster. Also responsible for certifying the accuracy of the roster.
- Supervisors – have the ability to modify the records for their staff (i.e.. scheduled work times); also have the ability to enter non-client-related activities for their staff.
- Workers - receive emails from [DCFRMTS@wisconsin.gov](mailto:DCFRMTS@wisconsin.gov) with the subject: Grp: IV-E: #88888 Smith RMS Initial Observation Notification.
- All workers, supervisors and liaisons must have a **WIEXT** or **WAMS** user name to access the ePolling system.



The image shows the login interface for the Random Moment Sampling ePolling System. At the top, there is a dark header with the Wisconsin state seal on the left and the text "Random Moment Sampling" in blue. Below the header, the main content area is white. It starts with the text "Please Sign in" followed by a horizontal line. Then, there are two input fields: "WIEXT ID" and "Password". Below the password field is a blue "Login" button. At the bottom of the login area, there is a link that says "Forgot / Need to Reset Your Password?". At the very bottom of the page, there is a footer with contact information for help using the RMS system and the version number "Version: 1.0.7.1".

Random Moment Sampling

Please Sign in

WIEXT ID

Password

Login

[Forgot / Need to Reset Your Password?](#)

For help using the RMS system, please contact [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov) or call 608-264-6323 (Madison), 855-264-6323 (toll free).

Version: 1.0.7.1

# Sample Email

**When you have been selected for a Random Moment Sample, you will receive an email with a link to your sampled moment.**

Hello Sarah Harrison,

You have been selected for the Wisconsin Random Moment Time Study (RMTS) at **Thursday, June 16, 2016 9:46 AM**.

Group: IV-E

Observation Number: 202693

**To Enter Your Response into RMTS:** As soon as possible, please click on the RMTS website link below and follow the instructions to complete your sample response. If for some reason you cannot do this immediately, make a note of the details of what you're working on so you won't forget when you do go into RMTS. If samples are not completed within 48 hours or two business days, your sample will be marked as "No Response." Excessive Non Responses may result in an increase of overall samplings. Therefore, it is important to respond to samplings before they expire at **9:46 AM on Monday, June 20, 2016**.

RMTS sample website link: <https://rms.dcf.wisconsin.gov/Survey/RMS/202693>

## **Responses after 48 Hours or 2 Business Days**

Per Federal requirements, observations must be recorded within 48 hours or 2 business days. Your observation expires on **Monday, June 20, 2016 at 9:46 AM**. DCF staff are not allowed to record your observation if your sample has not expired, so you must login to record your activity. However, if the observation has expired and you were not in work status or were in a training session, please press "reply" to this email and provide the applicable code and description:

- Code 5.3 – Vacation
- Code 5.4 – Sick Time/ Medical Appointment
- Code 5.5 – Not Scheduled to Work/ Flex/ Comp Time
- Code 5.7 – Extended Leave (medical, maternity, military, funeral, educational, etc.)
- Training for Child-related Programs and Child Placing Agency Programs (Please provide name of the training)
  - Code 3.3.1 – PDS Training
  - Code 3.3.2 – Internal Training
  - Code 3.3.3 – Non-PDS Conference
  - Code 3.3.4 – Other Training
- Code 4.2 – Adult Unit Training (provide name of training session)

If your observation has expired and the codes above are not applicable, your sample will be recorded as a Code 5.1 – Non-Response.

Do **NOT** call the DCF help desk to have your sample recorded, they cannot access RMTS to complete your sample.

## **Password or Login Issues:**

- If you cannot login due to a password or login ID issue, write down what you were working on at the time of the sample (so you don't forget).
- Password issues cannot be resolved by the DCF help desk or the RMS administrator, so you must use DWD's site: <https://www.dwd.state.wi.us/accountmanagement/> to recover your user name and/ or password or to unlock your account.
- If you try to reset/unlock your password online and you get an error, you must then call the DWD help desk directly at 608-266-7252.
- When you call DWD, verify that your email address in the DWD system is your most current email address. If necessary, ask DWD to update it.



# WIEXT ID/ User Name



## User Name Creation:

- Establish your login id at the following site:

<https://www.dwd.state.wi.us/accountmanagement/AccountCreationOverview.aspx>

A screenshot of the 'STATE OF WISCONSIN DWD: Logon Management System' website. The page is titled 'Logon Creation' and contains the following text: 'Welcome to the DWD/Wisconsin Logon Creation process. This process allows you to create your personal DWD/Wisconsin Logon. This is your key to doing secure business with the Department of Workforce Development over the Internet.' It then has a section 'Requesting a DWD/Wisconsin Logon' with a note about confidentiality and a 26-month validity period. Below that is 'Starting the Logon Creation Process' which says to read the 'User Acceptance Agreement'. At the bottom, there is a 'User Acceptance Agreement' section with a link to 'View More' and two buttons: 'Accept' and 'Decline'. The footer includes links for 'Wisconsin.gov', 'Site Map', 'Contact DWD', 'Work for DWD', 'Search', 'Accessibility', 'Legal', 'Feedback', 'DWD Home', and 'Back to Top'.

# ePolling Login ID Requirements



- First Name
- Last Name
- Work email address (used to recover or reset your password)
- Create a user name that you can easily remember.

## User Name Requirements

- Must be 5-20 characters long (may use the convention of FirstNameLastName, e.g. SarahCannon)
- May only use upper and lower case letters or numbers. May not use any spaces or any special characters (i.e., #, %, or ?)

## Password Requirements

- Must be 7-20 characters long. May use upper and lower case letters, numbers and special characters.

**Do not forget to send your  
user name to the RMTS  
administrator:  
[DCFRMTS@Wisconsin.gov](mailto:DCFRMTS@Wisconsin.gov)**

STATE OF WISCONSIN  
DWD: Logon Management System  
Department of Workforce Development

Home | Help | About DWD | Contact Us | Staff Resources

Logon Creation

If you think you may have already completed this process and may be creating a duplicate Logon, please call (800) 266-7252 for more information or for help in setting up or recovering your Logon.

This page uses the graphic to the right to prevent automated Logon creations.  
If you cannot see the number in that graphic, [captcha assistance](#) is available.

\* Indicates Required Field

14383

**Profile Information**

PLEASE NOTE: This is a personal Logon which you may use for different purposes, so enter your own name, not the business name or your boss's name. If you will be using your DWD Wisconsin Logon for your work, there will be an additional step later that will connect your Logon with that business or organization.

\* First Name

Middle Initial

\* Last Name

Suffix

E-Mail address is strongly recommended in case you forget your Password. [Don't leave an E-Mail](#)

E-Mail

Confirm E-Mail

Phone  ext.

Mailing Address

Street Address

or P.O. Box

City

State/Province

Zip/Postal Code


**Logon Information**



# ePolling Sample

## Responding to the Sample

- When you have been selected for an ePolling Sample, you will receive an email with a link to your sampled moment.
- As close to the sample time and date as possible, please click on the link, which will bring you to the login screen below.
- You can access the link via computer, tablet, or Smart Phone.
- If you have any login issues, please contact **DWD's Help Desk** at: 608-266-7252 or <https://www.dwd.state.wi.us/accountmanagement/> to reset or unlock your account. RMTS Administrator cannot assist with login issues.

 Random Moment Sampling

**Please Sign in**

WEXT ID

Password

[Login](#)

[Forgot / Need to Reset Your Password?](#)

For help using the RMS system, please contact [dcfservicesdesk@wisconsin.gov](mailto:dcfservicesdesk@wisconsin.gov) or call 608-264-6323 (Madison); 855-264-6323 (toll free).

Version: 1.0.7.1



# RMTS Expectations/ Requirements



## Worker Responsibilities

- Login and record observations within 48 hours or 2 business days.
- If worker was not working on the date and time of the RMTS observation, but returns to the office prior to the expiration of the observation, worker must still login to record his/her observation.
- If the observation has expired, but the worker was either in a training session or was not working (sick time, comp/flex time, etc.), worker must provide the supervisor with the type of time used so that he/she may record the observation on your behalf (this information is recorded in the comment section of your observation).
- Failure to login and record observations within 48 hours/ 2 business days will result in the observation being coded as a Non-Response; meaning potential revenue loss for both Federal IV-E claims and eWiSACWIS operational costs.

## Supervisor Responsibilities

- Login and record observations on behalf of staff who were NOT working on the date and time of the RMTS observation AND who are not expected to return to the office prior to the expiration of the sample OR were in a training session.
- Supervisors may ONLY record observations on behalf of staff when the worker was not working (vacation time, sick time, extended leave, etc.) or was in training.
- Once an observation has expired, only supervisors may record “Not in Work Status/ Not Working” activity codes or training codes.

# ePolling Sample

## Escalation

- If a response is not received within **the first 24 business hours**, the system generates a reminder email for you and your supervisor.
- You and your supervisor will receive a second reminder email 6 hours before the sample expires.
- **Supervisors may click on the link inside the reminder email and record the observation on behalf of their worker.** However, supervisors can only enter leave time (vacation, sick time, etc.) or training activity. Any work related activity must be recorded by the worker.
- Any sample received after 48 hours/2 business days is considered to be expired. If you were on vacation or other form of non-work related activity, your time can still be recorded once you return to the office or if your supervisor responds on your behalf
- Excessive “No Responses” lead to an increase in sample size and a decrease in claiming.

***Your supervisor appreciates fewer emails, so please respond as soon as possible.***

# ePolling Sample (continued)

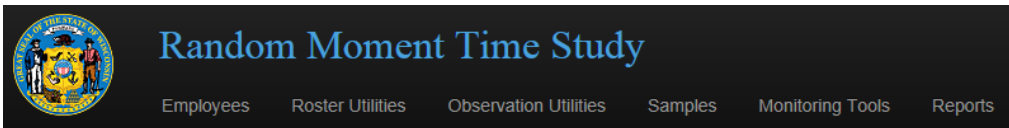
## Activity Selection

•You are asked a series of questions to determine the activity you were performing at the selected moment in time.

•The first question is: “What were you working on at the sampled moment?”

Options include:

- Child-Related Case (includes foster care licensing for child in placement)
- General Admin Activity (when activity cannot be tied to one or more individuals)
- Not Working/ Not in Work Status (i.e.. Vacation, sick, not scheduled, lunch, etc.)



## RMTS Observation

Corynne Meiser

Business Unit: BMCW - Saint A

Observation Number: 202014

Sample Date/Time: 6/14/2016 2:07 PM

What were you working on at the sampled moment?

Select an item...

Select an item...

Client Related Activity ?

General Admin Activity, Training Activity or Fostercare Recruitment/ Licensing Activity ?

Not Working/ Not in Work Status (Only Use These Codes if NOT working at the sampled Moment)

Employee Email: [cmciser@dcf.wisconsin.gov](mailto:cmciser@dcf.wisconsin.gov)

Supervisor Email: [sthorn@dcf.wisconsin.gov](mailto:sthorn@dcf.wisconsin.gov)



# Sample Random Moment Tree for Client-Related Activity

1. What were you working on at the sampled moment?

1. ***Client-Related Activity***
2. General Admin Activity
3. Not Working/ Not in Work Status

2. Where is the client placed?

- \* Select "Adult-Related Case" if there are no minor children in that particular case.
- \* Select the placement type of the youngest child that your activity pertained to.

## ***Placement Setting***

1. Select "Adult-Related Case" if activity involves an adult who has no minor children/ child who has aged out of system.
2. Select appropriate placement setting for activity that involves a family with minor children.

3. Which activity were you performing?

- \* Depending upon the type of placement entered, you will have different activities available.

## ***Activity Selection***

- 1.1 – Case Management
- 1.2 – Court-Related Activity
- .....
- 2.5 - IA: Interview and Maltreatment Determinations

3. Additional Information

- **Name of the youngest child your activity pertained to; which may or may not be the youngest child in the family.**
- **Case head name (normally the mother's name and/ or the ewisacwis Case ID)**
- ***Brief* activity description**



# Sample Random Moment Tree for Client-Related Activity

Business Unit: BMCW - Saint A

Observation Number: 202014

Sample Date/Time: 6/14/2016 2:07 PM

1

What were you working on at the sampled moment?

Client Related Activity

2

Where is the client placed? If working on a case involving a child, consider only the youngest child your activity involves. THIS MAY OR MAY NOT BE THE YOUNGEST CHILD IN THE FAMILY, BUT THE YOUNGEST SERVED BY YOU.

Foster Care

3

What activity were you performing?

1.1 - Case Management

## Case Info

Youngest Identified Child's First Name

Sarah

Youngest Identified Child's Last Name

Connor

Case Head Full Name (normally mother's name) and/or Case Head eWiSACWIS Number (if available)

Michael Conner - 8056658

## Summary

Please provide a detailed summary of the activity that you were performing at the sampled observation time.

Traveling to a routine home visit with a child who is placed in foster care, under a CHIPS order.

Follow up Reason

Select a reason



# ePolling Sample

## Activity Code Hover Text

- When you are selecting “What were you working on at the sampled moment?,” Help texts may appear as **“hover text”**.

**“hover text”**

The screenshot shows the RMTS Observation form. At the top, there is a navigation bar with the title 'Random Moment Time Study' and links for Employees, Roster Utilities, Observation Utilities, Samples, Monitoring Tools, and Reports. Below this, the 'RMTS Observation' section displays user information: Corynne Meiser, Business Unit: BMCW - Saint A, Observation Number: 202014, and Sample Date/Time: 6/14/2016 2:07 PM. A dropdown menu is open for 'What were you working on at the sampled moment?'. The dropdown list includes 'Select an item...', 'Client Related Activity', 'General Admin Activity, Training Activity or Fostercare Recruitment/ Licensing Activity', and 'Not Working/ Not in Work Status (Only Use These Codes if NOT working at the sampled Moment)'. A help text box is visible next to the dropdown, stating: 'Select when working on an activity that can be attributed to an individual client, potential client or foster care provider who has a child who is placed in their home.' A red arrow points from the 'hover text' label to this help text box.

# Who is the Youngest Identified Child?

## Who is the “Youngest Identified Child?”

- The “youngest identified child” is the name of the youngest child your activity pertained to.
- The “youngest identified child may or may NOT be the youngest child in the family, but is the name of the child served by your activity.

Example:

- Worker is working on a case involving 4 children.
  - The two oldest children are in a CHIPS-ordered foster-care placement.
  - **The third child is voluntarily placed with a relative.**
  - The youngest child is placed with mother, under no orders.
- The worker was completing a court-report for the 3<sup>rd</sup> child who is voluntarily placed with a relative.
- **The “youngest identified child would be the child voluntarily placed with a relative, even though this child is NOT the youngest child in the family.**

•Select “?”... if you need help selecting the most appropriate placement type.



# Who is the “Identified Child”?

## RMTS Observation

Cori McCann

Observation Number: 147682

Sample Date/Time: 7/30/2015 10:06 AM

What were you working on at the sampled moment?

Child-Related Case

Where is youngest child placed that your activity pertained to? \*\*\* Note - this is the “identified child” \*\*\*

In-Home OR Non-Court Ordered Out-of-Home Placement

What activity were you performing?

2.3 - Direct Service

Youngest Identified Child's First Name

Youngest Identified Child's Last Name

Case Head Full Name (normally mother's name) and/or Case Head eWiSACWIS Number (if available)

Please provide a detailed summary of the activity that you were performing at the sampled observation time.

### “Identified Child”

- The “identified child” is the name of the child your activity pertained to.
- If there is more than one child that your activity pertained to, enter the name of the “youngest child” your activity was regarding – **this may or may not be the youngest child in the family.**
- All of the answers in your observation should point back to the same child:
  - “where is the youngest child placed.....?”
  - “What activity were you performing?”
  - Summary



# Child-Related Placements

## Court-ordered Out-of-Home Placements

- Foster homes and treatment foster homes
- Group home
- Court-ordered Hospital or Other Institution (under a TPC, CHIPS, JIPS, Delinquency or VPA only)
- Trial Reunification (parental home)
- Residential Care Center (RCC)
- Court-Ordered Relative Placement (under a TPC, CHIPS, JIPS, Delinquency or VPA order only)
- Secure Detention
- Shelter Care
- Missing from Court-Ordered Out-Of-Home Placement (AWOL)
- Other Court-Ordered Out-of-Home placement (family friend, non-licensed non-relative placement, open independent living, etc.)

## In-home or Non-Court-Ordered Out-of-Home Placements

- Custodial Parental Home
- Non-Custodial Parental Home
- Voluntary Relative Placement (placements under no order, guardianship order, or informal arrangement)
- Missing from Home (Runaway)
- Other Voluntary Placement (placements NOT entered in ewisacwis including hospital, family friend, non-licensed relative, etc.)

# General Admin/ Training/ Foster Care Recruitment Activity

These codes should be selected under these circumstances:

- **Foster Care Provider Licensing or Foster Care Recruitment**
  - Select when the provider does not have any children in placement, or Foster Care Recruitment activities
- **Training**
  - Select when the worker is receiving the training.
- **General Admin**
  - Select when the activity the worker is performing cannot be tied to an individual or individuals (regardless if it is an open case), foster care provider or potential foster care provider.

What activity were you performing?

Select an item...

Select an item...

- 3.1 - Foster Care Provider Recruitment or Licensing/ Relicensing (Provider does NOT have any placements) ?
- 3.3.1 - Child Program Training: PDS Training or PDS Conference ?
- 3.3.3 - Child Program Training: Non-PDS Conference ?
- 3.3.4 - Child Program Training: Other Child Welfare Practice Training (ie. CANS Recertification, ACES, COMPAS Training, etc.) ?
- 3.3.2 - Administrative Training: For example, Microsoft, eWisacwis Training, CPR Training, Diversity Training, etc. ?
- 3.2 - General Admin Activity for Child-Related Program (NOTE: ONLY USE THIS CODE IF YOUR ACTIVITY CANNOT BE TIED TO ANY CLIENT OR POTENTIAL CLIENT) ?
- 4.2 - Adult Program Training: Participant in Training for adult programs such as Aging & Disability Unit, CCS Unit, etc. NOTE: DO NOT use this code for Foster Care Provider Training. ?
- 4.1 - General Admin Activity for Adult-Only-Related Program (NOTE: ONLY USE THIS CODE IF YOUR ACTIVITY CANNOT BE TIED TO ANY INDIVIDUAL OR INDIVIDUALS) ?

## NOTE:

- When worker activity can be tied to an individual or multiple individuals, general admin should NOT be selected.
- When worker activity involves multiple cases, multiple providers, ONE must be selected and coded as a client-related activity.



# Many “administrative” tasks are really Case-Related functions!

- “Meeting with my supervisor”
  - *Discussing one or more specific case? If so, pick one and answer the subsequent questions.*
- “Filing / paperwork / reviewing notes”
  - *Select one of the emails/ paperwork you were reading/ filing and answer the subsequent questions.*
- “Traveling to/from a case or between cases”
  - *To/from which case(s)?  
(If “between”, select the case you were traveling from)*

*Bottom line: if you can associate the activity with one or more clients or potential clients/ potential foster care provider, it’s a case related activity. This means that we may be able to claim Federal IV-E and/ or eWiSACWIS general admin costs.*

# Training Activity



- **Code 3.3.1 – PDS Training**– Select for PDS Training or conference developed and sponsored by the Wisconsin Child Welfare Professional Development System (WCWPDS).
  - Examples: Effects of Maltreatment on Child Development, Engaging to Build Trusting Relationships.
- **Code 3.3.2 – Non-Child Practice Admin Training** – Select when attending training coordinated by your employer and necessary for your work, but is not about direct child-welfare practice for CPS, JJ, Child Welfare, CLT Waiver units or for service delivery.
  - Examples: Policy and Procedures, eWiSACWIS Training, Microsoft Training, Diversity Training, CPR training.
- **Code 3.3.3 - Non-PDS Child Program Conference**- Select when attending a work-related Child Program conference not coordinated by the Wisconsin Child Welfare Professional Development System.
  - Examples: JJ Intake Conference, Annual Midwest Conference on Child Sexual Abuse, Together for Children Conference, etc.
- **Code 3.3.4 - Child Practice Training** – This code is selected when a worker is engaging in a training course not presented by the Wisconsin Child Welfare Professional Development System focused on CW/ CPS/ JJ.
  - Examples: Rate setting, eligibility determinations/ re-determinations, referral for services, placement of child, recruitment and licensing of foster homes, etc.
- **Code 4.2 – Adult Program Training** - Select for training not involving child welfare, child protective services, juvenile justice, CLTS Waiver or Child Placing Agency Program Training



# Who To Contact with Questions?



## Password or Login Issues:

- If you cannot login due to a password or login ID issue, you must contact the DWD help desk directly at 608-266-7252 or <https://www.dwd.state.wi.us/accountmanagement/> to reset or unlock your account.
- If you try to reset/unlock your password online and you get an error, you must then call the DWD help desk. Password issues **CANNOT** be resolved by the DCF help desk or the RMS administrator.

## Responses after 48 Hours or 2 Business Days:

- If it has been more than 48 hours, or 2 business days since the date/time stamp of this sample, your sample has expired; you will not be able to record your activity.
- If you were working, but failed to login within the required time period, please send me an email stating so – your response will then be coded as a late response.
- If you were either in a training session or were not working (sick time, vacation time, comp/ flex time, left early, etc.), please let your supervisor know what type of leave time you were using (this will be recorded in the comment section of your observation). He/she will need to login (using their user name) and record the observation on your behalf.

## Other Issues Not Resolved by the DWD Help Desk:

- If the DWD help desk cannot resolve your issue, contact the RMTS administrator at 608-422-6365 or email [Sarah.Cannon@wi.gov](mailto:Sarah.Cannon@wi.gov).
- Include the details as to why your issue could not be resolved and specifics regarding what you were working on at the exact date/time stamp of the sample. Please contact DWD prior to this step.

# Previously Asked Questions

## **“I can’t remember my login name or my password, how can I get this information?”**

- You may recover both at: <https://www.dwd.state.wi.us/accountmanagement/acctrecovery/EmailEntry.aspx>. You may also call DWD’s helpdesk at: 608-266-7252. DO **NOT** Call the DCF Help Desk for assistance in password or user name recovery; you MUST go through the DWD Help Desk. The DWD link and phone number are on the sample email sent to you.

## **“What if the worker and supervisor are both on vacation/out of the office at the same time? Is it likely that will just result in a “non-response”?”**

- If the observation has not expired, workers must login and record the observation upon returning to the office.
- If the sample has expired, supervisors must login when they return and record the observation on behalf of the worker. Supervisors may only record non-working codes or training codes.

## **“If a supervisor knows a worker will be out for an extended absence (maternity leave, short term disability, etc.), would it be helpful for us to let you (or someone else?) know so that person can be skipped for sampling?”**

- If a worker is out for an extended absence, the supervisor or liaison should notify me in order to suspend future samples.

## **“If there is an auto response saying out of the office sent back is this counted or is there a need for further follow-up?”**

- The out-of-office response would need to indicate what type of Non-Work Status (i.e.. Vacation, leave, etc.) as well as the dates that the worker is out of the office in order to be counted.

## **“I cannot delete a person off of the roster. How do I remove them?”**

- If a worker has left the agency, do not record the observation.
- Liaisons need to send an email to [DCFRMTS@wi.gov](mailto:DCFRMTS@wi.gov) with name, effective date of deletion and reason for removal.
- Any supervisor deletions should include the name of the new supervisor the worker is reassigned to. Any applicable open samples will automatically be closed out.

# Comments, Ideas or Questions?

